

## CLAIMS

1. A back order management system comprising: a host computer of a product manufacturer; and terminals of a plurality of part makers connected to the host computer by leased communication lines for information exchange;

wherein the host computer is provided with:

a stock database containing stock information about product manufacturer's stock of parts,

a back order database containing order information and back order information provided by the sales shops,

a procurement order database containing procurement order information about procurement orders placed with the part makers,

a production control database containing production schedule information and delivery date information determined by the part makers,

a procurement managing means for entering procurement order information about procurement orders placed with the part makers on the basis of the order information about orders placed by the sales shops and the stock information contained in the stock database into the procurement order database, and

a back order managing means for entering back order information into the back order database on the basis of stock information contained in the stock database, and production

schedule information and delivery date information contained in the production control database into the back order database, and

each of the terminals of the plurality of part makers is provided with a received order managing means for entering the production schedule information and delivery date information created on the basis of the procurement orders placed by the product manufacturer into the production control database through the leased communication lines.

2. The back order management system according to claim 1, wherein the host computer of the product manufacturer is connected to the terminals of the plurality of part makers and terminals of the sales shops by Web lines for exchanging e-mail messages,

the procurement managing means enters the procurement order information into the procurement order database and sends e-mail messages describing the procurement order information to the part makers through the Web lines,

the received order managing means enters the production schedule information and delivery date information into the production control database and sends e-mail messages describing the production schedule information and the delivery date information to the product manufacturer through the Web lines, and

the back order managing means enters the back order

information into the back order database and sends e-mail messages describing the back order information to the shops through the Web lines.

3. A back order management system comprising:

a host computer of a product manufacturer;

terminals of a plurality of sales shops connected to the host computer by leased communication lines for information exchange; and

terminals of a plurality of part makers connected to the host computer by leased communication lines for information exchange;

wherein the host computer is provided with:

a stock database containing stock information about product manufacturer's stock of parts,

a back order database containing order information and back order information provided by the sales shops and such,

a procurement order database containing procurement order information about procurement orders placed with the part makers,

a production control database containing production schedule information and delivery date information determined by the part makers,

a procurement managing means for entering the procurement order information about procurement orders placed with the part makers on the basis of the order information about

orders placed by the sales shops such and the stock information contained in the stock database into the procurement order database, and

a back order managing means for entering back order information into the back order database on the basis of stock information contained in the stock database, and production schedule information and delivery date information contained in the production control database into the back order database,

each of the terminals of the plurality of sales shops is provided with an order managing means for entering order information through the leased communication line into the back order database, and

each of the terminals of the plurality of part makers is provided with a received order managing means for entering the production schedule information and delivery date information created on the basis of the procurement orders placed by the product manufacturer into the production control database through the leased communication lines.

4. The back order management system according to claim 3, wherein the host computer of the product manufacturer is connected to the terminals of the plurality of part makers and terminals of the sales shops by Web lines for exchanging e-mail messages,

the order managing means enters the order information

into the back order database and sends e-mail messages describing the order information through the Web line to the product manufacturer,

the procurement managing means enters the procurement order information into the procurement order database and sends e-mail messages describing the procurement order information to the part makers through the Web lines,

the received order managing means enters the production schedule information and the delivery date information into the production control database and sends e-mail messages describing the production schedule information and the delivery date information to the product manufacturer through the Web lines, and

the back order managing means enters the back order information into the back order database and sends e-mail messages describing the back order information to the sales shops through the Web lines.

5. A back order management system for evaluating and managing delivery date from a part maker to a product manufacturer, comprising:

a host computer of the product manufacturer connected to a network;

a storage means connected to the host computer; and

a terminal of the product manufacturer connected to the host computer;

wherein the storage means is provided with a part maker database containing data on part makers, and an undelayed delivery ratio database containing undelayed delivery ratios calculated on the basis of delivery date data and a delivery record from the part makers to the product manufacturer,

the host computer makes a superior part maker database containing data on superior part makers on the basis of the part maker database and the undelayed delivery ratio database, determines superior part makers on the basis of the superior part maker database, compares the delivery date and quantity of parts delivered contained in a part procurement database relating to periodic procurement with delivery date and quantity of parts ordered in urgent back orders, makes a back order delivery date response database containing a delivery date response to be given to a customer by allotting the procurement data contained in the procurement database to the back order when the result of comparison meets a predetermined condition, allots the procurement data contained in the procurement database to the back order when the delivery date of the parts contained in the procurement database is earlier than an appointed delivery date and the quantity of the parts delivered contained in the database is greater than the quantity of parts ordered by the back order, sends the allotted procurement data as data for a response concerning delivery to the terminal and makes the terminal display the procurement

data on a screen, sends the delivery date response through the network by a responding means, such as e-mail to the terminal of a customer, and

the host computer selects part makers meeting predetermined selecting conditions including an undelayed delivery ratio exceeding a predetermined threshold in a predetermined period, as superior part makers.

6. The back order management system according to claim 5, wherein the storage means is provided with a part procurement database containing part procurement date on parts procured from all part makers, and

the host computer makes a delivery ratio database by calculating a delivery ratio represented by the ratio of quantity of parts delivered to quantity of parts ordered, on the basis of the part procurement data contained in the part procurement database, makes an abnormal delivery ratio database containing abnormal delivery ratios each calculated by dividing the difference between the quantity of parts ordered and the quantity of parts delivered by the quantity of parts ordered for each part maker, sends the details of an appointed delivery date appointed for each order number of an order placed with each part maker, and an actual delivery date, and the abnormal delivery ratio with each part maker to the terminal, and makes the terminal display the details on a screen.

7. The back order management system according to claim

5, wherein the storage means is provided with a part procurement database containing data on parts procured from all part makers, and

the host computer extracts the number of types of parts ordered by urgent back orders from the part procurement database, extracts the number of parts ordered in the response concerning delivery, allotted to back orders, makes a back order hit ratio database containing back order hit ratios each corresponding to the ratio of the number of data in the response concerning delivery to the number of order data in the part maker, sends the back order hit ratios to the terminal, and makes the terminal display the back order hit ratios on a screen.

8. The back order management system according to claim 5, wherein the storage means is provided with a part procurement database containing part procurement records relating to all part makers, and

the host computer extracts the number of types of parts delivered on appointed delivery dates and the number of types of parts represented by procurement data from the part procurement database, makes a back order delivery ratio database containing back order delivery ratios each representing the ratio of the number of types of parts delivered on an appointed delivery date to the number of parts ordered by a back order, sends the back order delivery ratios to the terminal,



and makes the terminal to display the back order delivery ratios on a screen.

9. The back order management system according to claim 5, wherein the storage means is provided with a part procurement database containing part procurement records relating to all part makers, and

the host computer extracts the number of types of parts delivered within a set number of days counted from the date of order to a part maker to the date of delivery, and the number of back-ordered types of parts from the part procurement database, calculates back order delivery speeds each corresponding to the ratio of the number of types of parts delivered within a set number of days to the number of back-ordered types of parts in the part maker, makes a back order delivery speed database containing the back order delivery speeds, sends the back order delivery speeds to the terminal, and makes the terminal display the back order delivery speeds on a screen.

10. The back order management system according to claim 5, wherein the host computer sends the contents of data on delivered parts and abnormal delivery ratios not smaller than or exceeding a predetermined set value to the terminals of the relevant part makers, and makes the terminals of the relevant part makers display the contents of data on a screen.